National Aeronautics and Space Administration

NSSC News ... Edition 39 ... September 2006

NSSC Update

The summer and early fall have proven to be both exciting and challenging for the NSSC. To date, the NSSC has transitioned 28 activities and we are looking forward to four more in October. These transitions are Wave II Grants & Cooperative Agreements, PCS/TCS Relocation Services, SATERN System Administration, and Wave I SBIR/STTR. Wave II Grants & Cooperative Agreements is comprised of Ames Research Center, Glenn Research Center, Johnson Space Center, Langley Research Center, Kennedy Space Center, and Marshall Space Flight Center. As of September 27, the NSSC had processed 594 Grants from Wave I Centers. The NSSC will also begin the process of transitioning SBIRs/STTRs for Wave I Centers, which include Ames Research Center, Dryden Flight Research Center, Goddard Space Flight Center, and Stennis Space Center. The NSSC also continues to hire quality talent from the Gulf Coast area, from NASA Centers, and from other government agencies. Currently, the NSSC has 98 Civil Servants and 221 Service Provider employees for a total of 319 NSSC employees. Finally, the NSSC will begin Round 2 of its Center Visits beginning on the west coast with Dryden and Ames in early October. The NSSC is working with Center Liaisons to draft a schedule for the remaining 8 Centers.

Business and Administration Update

NSSC Briefing to Management Education Program class

Debra King, Director of Business & Administration at the NSSC, briefed the Management Education Program Class 103 on August 7, 2006, at NASA's Wallops Island Facility. Ms. King gave an overview of the services that NSSC provides to NASA, including:

- the benefits of a shared services center
- the NSSC organizational structure
- the NSSC cost estimate comparison for the Agency and
- the activities transition schedule.

Ms. King also discussed the performance indicators for the Service Level Agreement between NSSC and the Centers.

The NSSC Permanent Facility

Building 1111, NSSC's permanent facility, is being constructed according to the Leadership in Energy and Environmental Design (LEED) Green Building Rating System. LEED tracks performance in five key areas: sustainable site development, water savings, energy efficiency, materials selection, and indoor environmental quality. LEED rates construction projects using a checklist that covers areas such as light pollution reduction, water use reduction, green power, recycled content, daylight/views, and innovation in design. Depending on the number of points accumulated, a project is rated as Certified Silver, Gold, or Platinum. Building 1111 has earned a LEED rating of Silver, due in part to the use of green power in the form of solar panels.

The photograph to the left depicts Building 1111 on September 20, 2006. The wood framing is in place for work on the Vibro Piers, scheduled to begin on September 21.

NSSC Chargeback Approach

The NSSC has a two-step process to determine Chargebacks to Centers. First, the NSSC determines its Projected Costs, which are based on civil service labor, Service Provider, travel, and procurement costs. The NSSC Projected Cost is divided by the total Center Utilization of Services, which are based on utilization data provided by the Centers. The resulting figure is the NSSC Unit Cost. Next, the NSSC Unit Cost is multiplied by Individual Center Utilization, resulting in the Chargeback to each Center.

Step 1: NSSC Projected Cost ÷ Total Center Utilization of Services = NSSC Unit Cost

Step 2: NSSC Unit Cost × Individual Center Utilization = Chargeback to Center

The NSSC will determine its service rates on a yearly basis. The NSSC will monitor and evaluate Center utilizations each month through data provided by the Service Provider. All utilization data collected throughout the year will be used for the next year's rate determination.

Service Delivery Update

Financial Management Division

The implementation of SAP Version Update (SVU) and Contract Management Module (CMM), in conjunction with normal end of year activities, means SAP will be unavailable for several weeks at the beginning of FY 2007. No SAP payments will be processed beginning September 27 through November 13, 2006. The current financial guidance from OCFO is that no travel or off-site training reimbursement payments will be processed outside of the system. The NSSC is dedicated to minimizing the impact to NASA employees during this period and committed to providing customer focused, high quality, and timely support services. Several NSSC services will be affected by this down time.

The most significant impact is in travel payments. During the time SAP is unavailable, the NSSC cannot process PCS, foreign, or domestic travel payments. However, the NSSC has taken a number of steps to mitigate the impact in this area.

- NASA's PCS/Relocation contractors will continue to counsel employees who PCS while SAP is unavailable.
- If a submitted travel voucher was not paid before SAP became unavailable, the NSSC will inform the traveler by email.
- During the SAP downtime, the NSSC will continue to process vouchers in Travel Manager to provide quicker processing once the system becomes available.

The NSSC anticipates a backlog of over 9,000 travel vouchers as of November 13, 2006. This is in addition to normal weekly processing of 1,500 vouchers. The NSSC's goal is to eliminate the backlog as quickly as possible. Therefore, the NSSC will attempt to work the vouchers on a first in – first out basis utilizing personnel who have been cross trained from other functional areas as well as working extended hours.

Bank of America has agreed to work with NASA to put cardholders in "Mission Critical" status if they were unable to pay their bill because they had not been reimbursed for travel due to SAP downtime. When the Travel Card is placed in "Mission Critical" status, it means that card will not be suspended. If an account is placed in Mission Critical status, the cardholder will continue to send invoices and delinquency letters to preserve the right to take action if the account is not paid in full. However, the account will not be suspended. Bank of America bills must be paid as soon as travel reimbursement is received. Mission Critical Status will not be granted to cardholders who are delinquent for any other reason besides SAP downtime.

Financial Management Division
Business Process Review Workshop

The NSSC Financial Management Division recently hosted a Business Process Review Workshop for the Payroll Division. The workshop was held August 28-31, 2006, and included participants from all Centers: Center Payroll Liaisons; Center Business Process Leads for Payroll and WebTADS; Center Human Resources Personnel; and Center Labor Analysts. Competency Center personnel supporting WebTADS, e-Payroll, and ALDS were also in attendance to facilitate discussions.

On Monday and Tuesday, the Competency Center Web-TADS team members, Bob Graves, architect, and Nikki

Miller, project manager, presented a recent history of WebTADS accomplishments, current operations, and plans for future activities. Currently, WebTADS activities include fiscal year-end and the SAP Version Update (SVU) data migration impacts on labor charge codes and other areas of WebTADS reporting in FY 2007.

On Wednesday, Ona Elliott, Debbie Percival, and Julia Lee with the Competency Center e-Payroll support team presented a status of operations since payroll processing transitioned to the NSSC Payroll Office. All agreed the transition has been smooth with no major issues; however, there is always room for continued improvement. Participants presented ideas on how to work out minor issues and ways communication between the NSSC, Center Liaisons, and Center Human Resources Offices can be enhanced. The main emphasis was on teamwork and ways to promote efficiency of processes by working together.

The week concluded with a look toward future activities at the NSSC. Seth Fargen, NSSC Travel/Payroll Branch Chief, presented a draft Business Case Analysis for the possible transitioning of labor distribution processing from the Centers to the NSSC. Participating Center Labor Analysts readily shared their experiences using the Agency Labor Distribution System (ALDS) that was implemented in October 2005. They also brought to light Center unique processes. This provided the NSSC with valuable insight to consider when transitioning this function. Participants also shared their concerns for how the transition would be handled and affects it would have on their Center. Of particular concern was communication to program and project offices that use labor data for planning and budgeting. By day's end, participants felt the discussions were highly productive and eased some of the anxiety that comes with change.

The four-day workshop proved highly informative for both Center and NSSC participants. The face-to-face communication also promoted Center support for current and future NSSC consolidated operations.

Human Resources Division: SATERN System Administration
Effective October 1, NSSC will take-on the responsibility for supporting SATERN system administration. This support includes:

- Providing Tier 1 and Tier 2 help desk support
- Creating new SATERN accounts (Civil Service and Contractor)
- Providing BRIO and SATERN reports support to Center Training Offices
- Interfacing with the SATERN system vendors (General Physics and Plateau)

What does this mean to you? Below are the key changes that will occur upon transition:

1) Change of the SATERN Help Desk Phone Number - Upon October 1, Learners and the Training community will need to use the NSSC's Customer Contact Center number (1-877-NSSC123) to report SATERN issues or request other services in relation to SATERN. The SATERN help desk email (NASA-satern.support@nasa.gov) will remain the same and inquiries coming off that line will automatically be forwarded to the NSSC.

2) Change in Help Desk Operating Hours - The hours of SATERN help desk support will change to match the current NSSC Customer Contact Center hours, which are 7am to 7pm Central Standard Time. Emergency after hours support will be available if needed.

The NSSC looks forward to providing support to our customers in an area of such importance to the NASA mission…Employee Development. Please continue to check our web page for Frequently Asked Questions, "How Do I…?" guidance, and other important information regarding this activity. See http://nssc.nasa.gov *Select Customer Service > Human Resources > Administration of Online Training and Training Systems*

NSSC Center Transition Team ViTS

11/14/2006, 1:00-3:00 pm CST
01/31/2007, 1:00-3:00 pm CST

Human Resources Division - Drug Free Workplace Program

NSSC has supported the Drug-Free Workplace Program (DFWP) since March 1, 2006. NSSC's support includes four different types of drug testing: Random, Reasonable Suspicion, Post-Accident/Unsafe Practice, and Follow-up Testing. Of these, the largest number of tests has been Random tests. Since March, NSSC has randomly selected and conducted over 250 random tests across all 10 centers at NASA — a rate of 25% of the Testing pool. In addition, the NSSC has lowered the cost per test from ~$60 to ~$30. Starting on October 1, 2006, the Agency will implement the following changes to the DFWP:

- Pre-employment testing: Any applicant tentatively selected for a Testing Designated Position (TDP), including a current NASA employee who prior to his/her selection for the TDP has <u>not</u> been subject to random drug testing, shall be subject to a pre-employment test for illegal drug use requiring a negative test result prior to coming on board.

- Testing for marijuana, cocaine, PCP, amphetamines, and opiates: In the past, NASA has only tested for marijuana and cocaine (except in unique circumstances) as required by regulation.

- The testing of 25% of all TDPs annually: Approximately 6,000 positions, or one-third of NASA's total civil service workforce, have been identified as TDPs

subject to random drug testing. Twenty-five percent of employees occupying TDPs, or about 1,500 employees, will be randomly tested for illegal drug use annually. Testing will be conducted at least four times a year.

- Revised criteria for the identification of TDPs: A TDP is a position that has been identified as such based on the function of the position. The employee occupying the position will be subject to random selection for testing for illegal drug use.

NASA's criteria for the identification of TDPs have been revised to be consistent with the most recent Federal guidance. Appendix B of NPR 3792.1 provides a detailed description of the criteria that must be met in order for a position to be determined to be a TDP in addition to the occupational series and title of positions that may meet the criteria and be subject to random drug testing.

The most exciting of the changes is the new hire testing. Since NASA has never (except in specialized circumstances) conducted pre-employment testing, we are working very closely with the centers and the Office of human Capital Management to detail the processes for this activity. Communication about the process and how employees will be notified of the test will be forthcoming. We will begin pre-employment testing when we have a robust process and are ready to support the Agency in an unparalleled way.

Vision
Unparalleled Service

To provide timely, accurate, high quality, cost effective, and *customer focused* support for selected NASA business and technical services. **Mission**

e-Travel

The eTravel Project will bring changes to our travel community: changes to some of our travel policies and processes, changes to the way our travel system looks, and changes to terminology within the system. Our new travel system, FedTraveler.com, is a one-stop, self-service, web-based travel management solution that is easy to use, is customer focused, and includes an online booking engine similar to Orbitz and Expedia. FedTraveler.com is scheduled to be implemented in March 2007 with IEMP Release 7.2.

In order to prepare you for FedTraveler.com, here are some differences in terminology between Travel Manager and FedTraveler.com that you should start to familiarize yourself with.

Travel Manager	⟶	*FedTraveler.com*
Travel Authorization	⟶	Travel Plan
Travel Voucher	⟶	Expense Report
Local Travel Voucher	⟶	Local Expense Report

In Travel Manager, you create and submit Travel Authorizations, Travel Vouchers, and Local Travel Vouchers. In FedTraveler.com, you will create and submit Travel Plans, Expense Reports, and Local Expense Reports. These FedTraveler.com documents have the same purpose and basic functionality as their Travel Manager predecessors. They will have similar fields and will require the same information/data. The major difference, besides having a new title, is that they will look a little different.

Travel Manager	⟶	*FedTraveler.com*
Routing List	⟶	Approval Chain

In Travel Manager, documents move through the Routing List for all necessary approvals. In FedTraveler.com, that list is more accurately known as the Approval Chain.

Travel Manager	⟶	*FedTraveler.com*
Accounting Code	⟶	Cost Center
Organization Cost Center	⟶	Project Code

The "Accounting Code" field in Travel Manager contains the data elements that are necessary for posting the document to SAP. The field in FedTraveler.com that contains the same information is the "Cost Center". Now, "Organization Cost Center" in Travel Manager is an SAP data element that identifies the funding organization. This exact same information will be captured in the "Project Code" field in FedTraveler.com. So, when talking about cost centers in eTravel:
If you are referring to this field ("Cost Center") then you are talking about the accounting string required for document posting in SAP.

If you are referring to the funding organization (formerly "Organization Cost Center") then you need to look in the Project Code field in FedTraveler.com

There are also some changes with travel reports. During a recent Reporting Workshop, all reporting requirements were identified and it was concluded that all reporting requirements would still be covered via reports from FedTraveler.com, Business Warehouse, and SAP. The only difference is you may have to access a different titled report for the information you are looking for. For example, in Travel Manager you access Document Summary Report by Traveler for information pertaining to travel plans. In FedTraveler.com, you will get that same information from Approved Travel Plan Summary.

These are just some of the changes in terminology you will see with our new travel solution FedTraveler.com. Additional information about these changes and more will be shared in the months to come. However, if you have any questions, comments, or concerns in the meantime, please go to the eTravel i-View page to see a list of FAQs or to submit a question.